



GEORGIA DEPARTMENT OF TECHNICAL AND ADULT EDUCATION

Michael F. Vollmer, Commissioner

August 17, 2005

General James E. Schorn, Retired USAF, State Inspector General
Office of the State Inspector General
2 Martin Luther King, Jr., Drive, S.W.
1102 West Tower
Atlanta, Georgia 30334

Dear General Schorn:

Thank you for the thorough investigation and the comprehensive report regarding allegations related to inaccurate reporting practices within the Office of Adult Literacy (OAL). The recommendations submitted by your office resonate with OAL's Corrective Action Plan (CAP) developed in response to the US Department of Education, Office of Vocational and Adult Education – Division of Adult Education and Literacy (DAEL) State Program Review conducted in April 2005. The recommendations also reflect departmental strategic planning initiatives for OAL.

I am confident that the implementation of the CAP, combined with the internal and external monitoring and support from specified consultants, will prove beneficial for OAL and further establish the office as a substantial community resource.

As requested, a response to each of the six recommendations is provided below:

1. Establish an individual student level database

R: As identified with the CAP, OAL will implement a student/learner-level database by the beginning of FY 06 (July 1, 2006). Specific activities related to the implementation are identified in the CAP.

2. Provide the OIG with a copy of the agency's Corrective Action Plan...

R: Enclosed with this correspondence is a complete copy of OAL's CAP, including appendices. To date, OAL has not received an official response from USDOE. To that end, it is possible that the CAP will be modified, as

directed by DAEL staff. Ms. Cheryl Keenan, Director – DAEL, recommended that DTAE contract with Mr. Garland Hankins of Arkansas to assist with CAP modifications and full implementation. Mr. Hankins is the former state director of adult education for the state of Arkansas.

3. Review staff assignments within the OAL...

R: As of August 15, 2005, every OAL staff member is required to submit a time and effort chart to his/her manager on a weekly basis. The chart will track a daily record of each individual's arrival and departure time, their daily activities, the related documentation, and the corresponding budget. On November 15, 2005, OAL will conduct a comparison study in conjunction with the DTAE, Personnel Department and the OAL Manager of Budgets. The study will assist OAL in assuring the following:

- That all persons job titles, descriptions, and responsibilities are aligned
- That all persons skills and responsibilities are used in the full capacity and toward the accomplishment of DTAE and OAL goals
- That all persons responsibilities, documented in their time and effort chart, are aligned with federal budget guidelines

The results of the report will be provided to the IG, December 31, 2005.

4. Review Information Technology (IT)...

R: The Information Technology Team (ITT) is comprised of three individuals who are members of the GED Team:

- Jignesh Bharucha, Systems Administrator
- Olanre Oladega, Database Administrator
- Daphne Tigner, Technical Support Specialist

Although the ITT provides technical support for all of OAL, their primary responsibility is to maintain the functionality of the GED electronic scoring and reporting system. The nature of GED data requires the highest level of security to maintain confidentiality and to remain in compliance with the American Council on Education – GED Testing Service policies. To those ends, it is highly recommended that the IT unit with OAL remain within the division.

General James E. Sehorn
Office of the State Inspector General
Page 3
August 22, 2005

5. Develop better communication and enhance cross-training skills...

R: In addition to the actions outlined in response to recommendation #3, OAL plans to provide internal professional development that will ensure that all individuals are aware of their duties and responsibilities, operational and administrative, and how it directly relates to federal guidelines. In addition, a plan for reorganization will be developed by July 1, 2006.

6. Develop better communication within the Office of Adult Literacy...

R: Many of the issues related to NRS will be resolved with the purchase of a Student Information System (SIS). In addition, OAL plans to conduct staff development with the ITT to keep them aware of federal guidelines as they relate to technology.

DTAE agreed to submit quarterly progress reports to DAEL regarding the CAP. In an effort to keep your office abreast of our progress, we will forward copies of the progress reports to you, as well. The due dates for the progress reports are as follows:

October 25, 2005
January 25, 2006
April 25, 2006
July 25, 2006.

Again, thank you for a job well-done and for your support in this effort.

Sincerely,


Michael Vollmer

cc: Cheryl Keenan
Anthony Parker, Ph.D.

Enclosure